

NEF Complaints Resolution Procedure

We are pleased to advise that the NEF has developed an automated Complaints Resolution Procedure to facilitate the resolution of complaints received about our service.

The aim of the procedure is to develop a culture that views complaints positively as well as to make it easier for third parties who interact with the NEF to express their dissatisfaction with the NEF’s customer service. The system will assist the NEF to improve investigations and complaints by identifying root causes and trends of complaints, enabling prompt and appropriate decision making in the complaints resolution process and to communicate effectively with complainants.

The flow chart below outlines the NEF complaints resolution procedure.

